

DEPARTMENT OF COMMUNICATION SERVICES BULLETIN 2013-2

Telephone Coordinators

February 4, 2013

Re: City email programming on mobile phones

Effective immediately, and in collaboration with the Mayor's Office of Information Technology (MOIT), the Department of Communication Services - Municipal Telephone Exchange will now be responsible for the programming of City emails on Blackberry devices.

Agencies will no longer have to take their City issued Blackberry devices to MOIT for programming. Devices will be fully programmed when they are ready to be picked up at the Municipal Telephone Exchange - 201 East Baltimore St. Suite 1100.

For City issued iPhones and Android devices, the Municipal Telephone Exchange has provided simple and user friendly programming instructions for activating City emails on these units. These guidelines will be issued when you are ready to pick up your device and will be available on the intranet at <http://comptroller.baltimorecity.gov/communications.html>

A mobile phone activation hot line has also been created for your convenience with recorded instructions. You can reach this number 24 hours a day by calling **443 984-1699** from outside the City or **41699** within the City. We hope this new process will expedite the time it takes to activate City emails on your mobile devices.

Simon Etta; Acting Director